TELECOMMUNICATIONS & NETWORK MANAGER

GRADE: 26   **FLSA: EXEMPT**

CHARACTERISTICS OF CLASS:

The Telecommunications & Network Manager performs difficult professional and administrative work involved in managing the City's telecommunications and networking operations. The incumbent of this class also coordinates the City's telecommunications franchising work which involves negotiations with current operators and new telecommunications franchises. The incumbent reports to and receives general managerial direction from the Director of the Information Technology Department (IT). With input from the IT Director and from subordinate supervisors, the incumbent has lead responsibility for preparing, monitoring, and managing the IT operational budget and spending levels. The work requires contacts within and outside the City to explain, present and, in some cases, negotiate matters of significance to the City's telecommunications and/or networking operations. The physical demands are limited and the working conditions are somewhat disagreeable due to the effort and stress involved in resolving competing priorities and maintaining operational status of the various programs and services managed. The incumbent's work impacts the development and delivery of the City's telecommunications and networking operations and services. The incumbent has supervisory responsibility for subordinate supervisors and staff and acts as the Director of the Information Technology Department in the absence of the IT Department Director.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of city, department and division goals.
- Serve and meet the needs of customers during routine or emergency situations
- Ability and willingness to work as part of a team, to demonstrate team skills, and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable, that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Directs and manages network operations, network/PC support, and telecommunications operations through direct supervision of subordinate staff which includes the Senior Network Engineer, Network Engineer, Network and PC Support Manager, and Telecommunication Systems Administrator. With input from IT Director and from subordinate staff, incumbent sets long and short term goals and objectives for the assigned program/service areas, determines specific strategies to most effectively achieve goals and objectives, and coordinates implementation of strategies with subordinate supervisors and staff.
- Serves as the point of contact for all inquiries (internal and external) related to telecommunication franchises, right-of-way use and agreements for fiber optic cable and other telecommunications equipment, and for installation of cell towers ("monopoles") and other antenna support structures within the City's corporate limits; coordinates the process for internal review of proposals and agreements, resolves problems; briefs appropriate City officials; and assures that applicable policies and regulations are followed.
- Coordinates the City's telecommunications franchise; in coordination with the City Attorney, directs franchise negotiation processes with current operators and with new telecommunications franchises.
- Leads efforts to prepare the IT operations budget with input from the IT Director and Network and PC Support Manager; monitors and manages IT operations budget and spending levels; approves purchases up to $15,000 for IT operations and voice communications; oversees the development and maintenance of performance measures for IT operations; participates in development of the City's overall IT strategic plans.
- Monitors effectiveness of operations and services provided by network operations, data centers, network and PC support functions, and voice communications; resolves operational problems referred by subordinate staff; and reviews and determines staff training needs. Other duties as assigned.

QUALIFICATIONS:

Required Training and Experience:

Graduation from an accredited college or university with major course work in information technology, information systems management, computer science, telecommunications, or related field plus five years of progressively responsible IT experience, including three years of supervisory experience.

Preferred Knowledge, Skills and Abilities:

- Knowledge of planning, budgeting, contract, and procurement functions.
- Knowledge of information and telecommunications technology, trends, and systems.
- Skill in negotiating contracts and agreements.

- Good management and supervisory skills.
- Good communication skills including the ability to use discretion when responding to the public, private sector business representative, or City officials.